

EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.



CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

VETERANS CLAIMS REPRESENTATIVE II

OPEN/SPOT FOR: OAKLAND

CONTINUOUS FILING

HOW TO APPLY: The testing office accepts applications, form 678, continuously and will notify and test applicants as needed.

SUBMIT APPLICATIONS TO: CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS  
Human Resources Division  
1227 "O" Street, Room 402  
Sacramento, CA 95814  
ATTN: EXAMS UNIT-OAKLAND

Submit applications only to address indicated above. Do not submit to the State Personnel Board.

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the Application for Examination. You will be contacted to make specific arrangements.

SALARY RANGE: \$3,575.00 - \$4,347.00

This is an open examination. Applications will be accepted on a promotional basis. Career Credits do no apply.

EXAMINATION ELIGIBILITY LIMIT: The testing period for this examination is 12 months. You may not test for this examination more than once in a testing period.

EXAMINATION INFORMATION: This examination will utilize an evaluation of each candidate’s experience and education compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his/her application. List all experience relevant to the “Requirements for Admittance to the Examination” shown on this announcement, even if that experience goes beyond the seven-year limit printed on the application. Supplementary information will be accepted but read the “Requirements for Admittance to the Examination” carefully to see what kind of information will be useful to the staff doing the evaluation.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION:  
All applicants must meet the education and/or experience requirements for this examination by the final filing date.

NOTE: All applications/resumes must include: “to” and “from” date (month/day/year), time base and class title. Applications/resumes received without this information will be rejected.

MINIMUM QUALIFICATIONS:

Either I

One year of experience in the California state service performing the duties of a Veterans Claims Representative I, Range B.  
OR

Either II

Experience: Two years of responsible experience above the trainee level in the technical development, presentation or review of claims of veterans or their dependents for benefits under the laws administered by the United States Veterans Administration or in the interpretation and application of these laws and associated regulations. (In evaluating experience, more weight will be given to its breadth and recency than its length. Experience in processing routine applications for claims or in providing routine information and assistance in filing such claims is not qualifying.) (Experience in the California state service applied toward this requirement must include at least one year performing the duties of a class with a level of responsibility equivalent to that of Veterans Claims Representative I, Range B.) And

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

CERTIFICATION REQUIREMENT: All incumbents must meet the eligibility requirements for accreditation by the Veterans Administration for the presentation of claims.

SPECIAL PERSONAL CHARACTERISTIC: Willingness to travel and work irregular hours; tact, neat personal appearance, and pleasing personality; ability to maintain self-control, even under provocation, and be tolerant of differing behavioral patterns, personality traits and cultural values; understanding of the problems of disadvantaged minority and ethnic groups; ingenuity and resourcefulness in the discovery of information and evaluation of evidence.

**THE POSITION:** This is the full journey person level. Incumbents process claims for all types of veterans benefits of any degree of complexity; exercise a high degree of skill and resourcefulness in the development and evaluation of evidence, in solving problems involved in the discovery of information, and in making judgments where regulations may have only general applicability; appear and offer arguments before Veterans Administration Rating Boards in the reconsideration of cases where preliminary Rating Board determinations on percentage of disability are viewed as unreasonable, or in cases where medical evidence does not appear to be completely supportive and it is desirable for the claimant to appear personally before the Board in company with the representative. At this level representatives may also be assigned as lead person, to provide instruction, guidance and technical advice to representatives at the lower levels and to review their work for adequacy and accuracy.

**EXAMINATION INFORMATION:** This examination will consist of an evaluation of each candidate's experience and education only. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

EDUCATION AND EXPERIENCE – WEIGHTED 100%

SCOPE:

A. Ability to:

- 1. Establish rapport with persons who are mentally and/or physically handicapped.
- 2. Listen attentively and communicate clearly and tactfully.
- 3. Gain and maintain the confidence and cooperation of those contacted during the course of work.
- 4. Analyze quasi-medical and quasi-legal cases and situations accurately and reason logically.
- 5. Identify and interpret applicable statutes, regulations and policies in the analysis and development of claims.
- 6. Research precedent decisions and other references.
- 7. Develop clear, cogent and convincing statements of justification for conclusions and decisions reached based upon accurate and complete documentation.
- 8. Organize work for maximum effectiveness.

B. Knowledge of:

- 1. Needs, problems, and attitudes of disabled and disadvantaged veterans.
- 2. Interviewing and counseling techniques.
- 3. Laws and regulations of the United States Veterans Administration governing entitlement to and administration of Federal veterans' benefits.
- 4. Working familiarity with the lay medical etiology of diseases and injuries.
- 5. Admissibility of evidence as it pertains to Veterans Administration hearings and appellate procedures.

**ELIGIBLE LIST INFORMATION:** Names of successful competitors are merged into the list in order of final scores, regardless of date. Eligibility expires after 24 months unless the needs of the services and conditions of the list warrant a change in this period. The resulting eligible list will be used to fill vacancies at the Veterans Home, Chula Vista and the Veterans Services, San Diego District Office.

**Veterans Preference Credit** will be granted for this examination. Due to changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans' credits.

GENERAL INFORMATION

It is the **candidate's responsibility** to contact the California Department of Veterans Affairs three days prior to the written test if he/she has not received his/her notice. For an examination without a written feature it is the candidate's responsibility to contact the California Department of Veterans Affairs, Personnel Management Division, (916) 653-2535 three weeks after the final filing date if he/she has not received a progress notice.

If a **candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at State Personnel Board offices, local offices of Employment Development Department and the Department noted on the front.

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The State Personnel Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the information counter of State Personnel Board Offices.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**High School Equivalence:** equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test 2). Completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school on a year-for-year basis.

**Veterans Preference:** California law limits the granting of veterans preference credit to entrance examinations. When credit is granted it is as follows: 10 points for veterans and widows of veterans; 15 points for disabled veterans. Directions for applying for veteran's preference are on the Veterans Preference Application form which is available from the State Personnel Board office, on the Internet, and through the Department of Veterans Affairs at P.O. Box 1559, Sacramento, CA 95807.